Safe Haven

BEFORE THERE WAS NOTHING

We listened to the voice of the people.
Sharing knowledge, professionals & volunteers.
Special mental health support.

Traditional Barriers Down

Breaking A place where anybody can go, no matter where they come from.

Non-judgemental

Friendly atmosphere
Inclusion, acceptance, company, warm
Sanctuary, clean

The Cafe Saved My Life
It has prevented two crises from escalating
I can come here and sit quietly if I want to but I'm not on my own

The Safe Haven has provided me with somewhere to get away from all the pressures and anxieties of my everyday life.

We are all on the same boat
Safenet

Be active
Take notice
Keep learning
Give
Aldershot Safe Haven

An evening drop-in service providing people aged 18 years and over with mental health support out of hours, 365 days a year. The service is delivered as part of Happy, Healthy, at Home Vanguard programme in North East Hampshire and Farnham.

NHS staff, along with voluntary sector partners, are on site to provide crisis support and to help people maintain their mental health, with the aim of avoiding the need for emergency NHS care.

Launched in 2014

Average 12 people per shift

"We are getting much better at ensuring the appropriate response comes from the most appropriate agency, in the Hart and Rushmoor area, that would include referrals to the Safe Haven," Inspector Huw Griffiths, Hampshire Constabulary Mental Health Lead

Findings suggest a reduction in demand for acute health services

A cohort of service users showed a 48% decrease in ED attendances at 12 month follow up

Fewer mental health related police deployments across Rushmoor in 2016/17*. Equates to an estimated saving of 310 hours of police time

People using the service report positive impacts:

85% of respondents agreed or strongly agreed that the service had prevented them from being in crisis

94% of respondents agreed or strongly agreed that the service offered a safe place to go

Section 136 suite detentions** have declined for North East Hampshire, going against the national trend

* Compared to 2013/14.
** The ability of the Police to hold a person or take them to a place of safety under the Mental Health Act on the grounds that a person has a potential mental illness. Based on independent evaluation report published October 17
Feedback demonstrates that service users value the service:

“Things had got so bad that I didn’t know where to turn and was feeling very alone and isolated. The Safe Haven helped to give me somewhere I could go to keep myself safe until I can see my GP.”

Service User

“They calmed me down when I had made plans to end it. [Staff member] was very calming and listened. [They] gave me hope.”

Service User

Service User feedback indicates that the Safe Haven is an established part of the local mental health pathway –

52% of people found out about the service from other Mental Health services

Key to the service’s success:

- Teamwork
- Promoting service user independence
- Effective signposting
- Providing a safe space
- Ability to accelerate treatment
- Building strong relationships with other local services – NHS, police etc.

For more information visit www.wessexahsn.org.uk or email enquiries@wessexahsn.net

Download the full report from the NEHP CCG or AHSN website

@WessexAHSN
wessexahsn.org.uk

Happy Healthy atHome

Surrey and Borders Partnership NHS Foundation Trust

Wessex Academic Health Science Network

Based on independent evaluation report published October 17
Safe Haven: Visit information for 2018-19 to July - Aldershot

Visitor numbers

- April: 211, 17, 60, 288
- May: 205, 36, 80, 321
- June: 362, 16, 23, 401
- July: 363, 44, 7, 414

Visitor arrival times (cumulative)

- Hours: 0-1, 1-2, 2-3, 3-4, 4+
- Number of Visitors: 65, 52, 48, 48, 62, 60, 22, 96

Lengths of visit (cumulative)

- Number of Visits: 852, 359, 252, 268, 239, 220

Visitors per day (Average - cumulative)

- Days: Monday, Tuesday, Wednesday, Thursday, Friday, Saturday, Sunday
- Visits per day: 10, 14, 10, 12, 20, 15, 12

Reason for Attending (cumulative)

- Preventative: 56.37%
- Maintaining Wellbeing: 21.32%
- Crisis: 12.67%
- Other: 4.37%
- Peer Support/Social: 4.66%

Number of carers and people arriving supporting someone (cumulative)

- 35 Carers
- 24 Supporting Someone

Visit alternative to (cumulative)

- A&E: 5.34%
- Crisis Line: 1.12%
- Friends/Family: 4.00%
- Other: 89.54%

Mode of transport to get to Safe Haven (cumulative)

- Walked: 509
- Car: 267
- Bus: 45
- Cycle: 34
- Taxi: 18
- Police: 6
- Ambulance: 5
- Train: 3
- Motorbike: 1
Safe Haven: Monitoring information for 2018-19 to July - Aldershot

Number of forms filled in: 21

Age - Comparing age demographics of Safe Haven visitors and the general population

<table>
<thead>
<tr>
<th>Age Group</th>
<th>Safe Haven Visitors</th>
<th>General Population</th>
</tr>
</thead>
<tbody>
<tr>
<td>16-19</td>
<td>22%</td>
<td></td>
</tr>
<tr>
<td>19-25</td>
<td>18%</td>
<td></td>
</tr>
<tr>
<td>26-40</td>
<td>32%</td>
<td></td>
</tr>
<tr>
<td>41-64</td>
<td>22%</td>
<td></td>
</tr>
<tr>
<td>65+</td>
<td>14%</td>
<td></td>
</tr>
</tbody>
</table>

Gender

<table>
<thead>
<tr>
<th>Gender</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Female</td>
<td>43%</td>
</tr>
<tr>
<td>Male</td>
<td>57%</td>
</tr>
</tbody>
</table>

Ethnicity

- White British: 81.0%
- Other Ethnicities: 19.0%

Non-White-British ethnicities

- Any Other White Background: 25.0%
- Black or Black British African: 25.0%
- Mixed White and Asian: 25.0%
- Mixed White and Black Caribbean: 25.0%

Disability (having)

- Yes: 12
- No: 6

Type of Disability

- Autism: 3
- Learning: 3
- Physical: ?
- Visual impairment: 1

Registered disabled (of those recording as Having a disability)

- Yes: 9
- No: 3
Safe Haven: Survey information for 2018 - 19 to July - Aldershot

Overall how satisfied are you with your experience at the Safe Haven today?

- Very satisfied: 72.73%
- Fairly satisfied: 18.18%
- Neither: 9.09%

During my visit I felt (grouped):

<table>
<thead>
<tr>
<th>Negative response</th>
<th>Neutral response</th>
<th>Positive response</th>
</tr>
</thead>
<tbody>
<tr>
<td>Better equipped to manage my mental distress</td>
<td>9.1%</td>
<td>9.1%</td>
</tr>
<tr>
<td>I received the right advice &amp; support</td>
<td>9.1%</td>
<td>0.0%</td>
</tr>
<tr>
<td>I was listened to and taken seriously</td>
<td>9.1%</td>
<td>0.0%</td>
</tr>
<tr>
<td>I was treated with warmth &amp; compassion</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>Informed to make choices</td>
<td>9.1%</td>
<td>9.1%</td>
</tr>
<tr>
<td>My visit helped me manage a difficult time</td>
<td>0.0%</td>
<td>9.1%</td>
</tr>
<tr>
<td>My visit prevented me from being in a crisis</td>
<td>0.0%</td>
<td>9.1%</td>
</tr>
<tr>
<td>The Safe Haven offers a safe place to go to</td>
<td>0.0%</td>
<td>9.1%</td>
</tr>
</tbody>
</table>

How many times have you been to the Safe Haven?

- This is my first visit: 0
- This is my second visit: 0
- This is my third visit: 0
- This is my fourth (or more): 11

How did you find out about the Safe Haven?

- GP: 2
- Other: 2
- Previous visitor to Safe Haven: 1
- A&E: 2
- Friends/family: 1
- NHS Mental Health services: 0

Where would you have gone if the Safe Haven had not been open today?

- Don't know: 4
- A&E: 2
- Family/friends: 2
- NHS 111: 2
- Other: 1

What did you do at the Safe Haven today?

- I socialised with other visitors: 8
- I talked to a member of staff: 3
- I did some action planning: 6
- I received advice about coping techniques: 3
- I received advice about my mental health care and treatment: 2
- I received advice about other services I can access: 0

What were your main reasons for attending the Safe Haven?

- To maintain my well being during difficult times: 6
- To maintain my recovery after a crisis: 4
- Seeking a ‘safe haven’: 4
- To get support about Mental Health services: 4
- To meet/socialise: 4
- Other: 0

Number of surveys completed: 11